

JOB DESCRIPTION

IT Coordinator

Date of Last Revision: May 2018

	DEPARTMENT	Administration		
	REPORTS TO	Village Administrator or Designee		
	FLSA STATUS	Exempt; Salaried		
	POSITION TYPE	Full-Time	PAY GRADE	

POSITION OVERVIEW

Under general direction of the Village Administrator, the IT Coordinator serves as the Network Administrator and manages District information technology activities; responds to requests for assistance from system users and resolves operational problems; troubleshoots, analyzes, and resolves complex systems, internal and internet e-mail systems, and application problems; and performs various diagnostic testing and maintenance on system hardware.

ESSENTIAL JOB FUNCTIONS

- Provides day-to-day operational support for the Village's computer systems, including network, hardware and software, applications, and related equipment; Ensures networks, workstations, operating systems, and software applications are operational.
- Performs network administration functions such as maintaining user accounts and passwords, installing, upgrading, and maintaining software on servers, upgrading server hardware, installing and maintaining routers, assessing and reporting operational status, and troubleshooting and resolving network connectivity issues; performs back-ups and restores as necessary; and manages proxy server for email and internet access.
- Installs and configures PCs and printers, operating system software, and other network and application software; Configures cables for connection to the network.
- Manages and participates in the development and implementation of goals, objectives, and priorities for the Information Technology Division; recommends and administers policies and procedures; and manages the implementation of new software.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; and identifies opportunities for improvement and recommends to the Village Administrator.
- Monitors the development and implementation of new network and computerized systems and procedures; works with end users to develop specifications; decides or recommends feasibility of development projects; evaluates capacity to implement in-house or to outsource; serves as primary contact with outside vendors in the generation of RFPs, bids, contracts, agreements, and other major vendor interactions.
- Prepares and maintains information technology inventory; Maintains necessary system documentation.
- Establishes procedures for maintaining system security and assigns access to users according to job-related needs.
- Develops system standards and procedures and compiles documentation of program development and subsequent revisions.
- Operates, troubleshoots, implements, supports, and maintains cell phone and internal telephone systems, camera security system, and door security systems.

- Prepares periodic reports on system operating performance, including equipment reliability, utilization, level of efficiency, and current IT projects.
- Provides consulting advice and technical expertise to Village departments regarding hardware/software needs analysis, evaluation of proposed solutions, systems integration, and solutions implementations; identifies and recommends appropriate standards or specialized hardware and/or software to meet the Village's needs; updates Department Heads and staff on new IT-related projects; and provides training to end-users of new software and hardware programs.
- Authors and implements a security policy and backup plan for the Village's networks and applications; ensures safety and security of information system assets and protect systems from inappropriate access or destruction.

ADDITIONAL JOB FUNCTIONS

- Maintains safe working conditions and report any incidence which might conflict with the compliance of Village safety procedures and policies for the Department.
- Attends public meetings as required.
- Stays abreast of new information technology trends and innovations.
- Performs various other duties and functions as required or assigned within area of expertise or scope of the position
- Assists in managing SCADA (Supervisory Control and Data Acquisition) software.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE of:

- Principles and procedures used for data management, networking, and project management.
- Principles and procedures used for data management, networking, project management, network infrastructure and servers, virtual servers, PC's, laptops, electronic devices, wireless technology, telecommunications, including telephone and voicemail systems.
- Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.
- Characteristics and limitations of computer systems and related equipment.
- Wireless networking technology including access and security.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Village staff.
- Pertinent federal, state and local laws, codes and regulations.

SKILLS in:

- Prioritizing work and exercise independent judgment, wisdom, common sense, and initiative using initiative, discretion, and judgment within established procedures guidelines and rules absent of supervisor.
- Verbal and written communication, multi-tasking, mathematical, time management, and prioritization.
- Use of common computer applications, including advanced proficiency in word processing, spreadsheet, and database applications.

ABILITY to:

- Plan and organize in accordance with workflow and established priorities.
- Develop a consensus among a variety of system users.
- Learn and support department specific programs.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret an extensive variety of technical instructions and deal with abstract and concrete variables.
- Follow written and oral instructions.

- Communicate complex and technical information system functions to non-technical personnel and demonstrate good customer relations.
- Maintain a computer network system, perform computer diagnostics, troubleshoot, and install computer related hardware and software.
- Maintain a professional attitude and physical appearance appropriate for daily public contact, and consistent attendance with advance notification of absences.
- Remain calm and act resourcefully in stressful situations.
- Handle multiple tasks simultaneously, in a timely manner, and with minimal supervision.
- Establish and maintain an effective working relationship with employees, supervisors, and the public.
- Exercise judgment in the application of prescribed procedures and methods of routine matters.
- Be available during off hours for network problems.

MINIMUM POSITION REQUIREMENTS

EDUCATION AND EXPERIENCE

- Bachelor's Degree from an accredited four-year college or university in Information Technology, Computer Science, or a related field
- A minimum of two (2) to five (5) years of experience in the field of information technology.
- Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities necessary to successfully perform the essential job functions of this position.

LICENSES AND CERTIFICATIONS

- A valid Illinois driver's license.

ENVIRONMENTAL AND PHYSICAL DEMANDS

ENVIRONMENTAL DEMANDS

- Employees generally work in an office environment with light to moderate noise levels, but occasionally works in the computer room with moderate noise from computer equipment, fans, and air conditioner.

PHYSICAL DEMANDS

- This position is regularly required to sit, stand, walk, stoop, kneel, crouch, climb and crawl; use hands to finger, handle, or feel; reach with hands and arms and talk and hear.
- May lift and/or move up to 50 pounds.
- Specific vision abilities include close vision and the ability to adjust focus.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB DESCRIPTION ACKNOWLEDGEMENT

POSITION TITLE: IT Coordinator

DATE RECEIVED:

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor, and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Department Head

Date

Village Administrator

Date

Human Resources

Date